

2

CREATE FULL RESERVATION		EXPRESS RESERVATION	
PENDING RESERVATIONS	0040	SEARCH	
WORKING RENTALS	0060	REPORTS	
CLOSED RENTALS	0059	SETTINGS	
INCOMING MESSAGES	0013	ABOUT RENTAL PROVIDER	
INVOICES	0000	EXIT	

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FIG. 1  
PRIOR ART

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6

DELIVERY PHONE NUMBER		THE DELIVERY OFFICE WILL BE ROUTED BASED ON THE DELIVERY PHONE NUMBER. IF NO DELIVERY PHONE NUMBER IS AVAILABLE, YOU MUST HAVE EITHER THE HOME OR WORK NUMBER TO PROCESS THE RESERVATION.	
HOME PHONE NUMBER			
WORK PHONE NUMBER			
CANCEL		<< BACK	NEXT >>

FIG. 2  
PRIOR ART

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TOP OF PAGE

<div>Messages <b>0013</b></div> <div>Invoices <b>0000</b></div>	
Reso. #: <input type="text"/>	Renter's Name: <input type="text"/>
Office: <input type="text"/>	
Contract Status: <input type="text"/>	
<div>Delivery Phone: <input type="text"/></div> <div>First Name: <input type="text"/></div> <div>Address: <input type="text"/></div> <div>City: <input type="text"/></div> <div>Date of Birth: <input type="text"/> Age: <input type="text"/></div> <div>Employer: <input type="text"/></div> <div>Local Stay: <input type="text"/></div>	
<div>Servicing Office: <input type="text"/></div> <div>Last Name: <input type="text"/></div> <div>Address 2: <input type="text"/></div> <div>State: <input type="text"/> Zip: <input type="text"/></div> <div>Home Phone Number: <input type="text"/></div> <div>Work Phone Number: <input type="text"/></div> <div>Local Stay Phone Number: <input type="text"/></div>	
Requested Delivery Date and Time: <input type="text"/>	
Delivery Location: <input type="text"/>	
Renter Is: <input checked="" type="radio"/> Insured <input type="radio"/> Insured Theft <input type="radio"/> Claimant	
Insured Name: <input type="text"/>	
Phone: <input type="text"/>	
<div>Agent Name: <input type="text"/></div> <div>Agent Company: <input type="text"/></div> <div>Agent Location: <input type="text"/></div>	
<div>Policy #: <input type="text"/></div> <div>Expiration Date: <input type="text"/></div>	
<div>Liability?: <input type="checkbox"/></div> <div>Collision Ins.?: <input type="checkbox"/></div> <div>Comp. Ins.?: <input type="checkbox"/></div>	
<div>Deductible: <input type="text"/></div> <div>Deductible: <input type="text"/></div>	
<div>Next&gt;&gt;</div>	
<div>Main Menu</div> <div>Renter Information</div>	

FIG.3

PRIOR ART

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Search for a Rental

16 14 20 18 24 22 28 26 32 30

☐ Reso Number: ☐ First Name: ☐ Date Out: ☐ Contract Number: ☐ Claim Number: ☐ Renter's Last Name:

☐ Bill To: ☐ Last Name: ☐ Date In: ☐ Status: ☐ Office Number:

Reso Number	First Name	Last Name	Bill To	Claim Number	Office	Type	Contract	Status	Date Out	Date In
R5001-00000001	James	Morris	Nancy Spencer	P1088381	380-Flint	I	11896987	Invoiced	7/22/98	8/4/98
R5001-00000002	Kevin	O'Neil	Deonna Maiden	P1088352	23-Dayton	I	14169432	Active	7/23/98	
R5001-00000005	Bill	Hauptrecht	Tonya Schmitt	P1088410	378-Troy	I	11831362	Invoiced	7/22/98	
R5001-00000007	Herbert & Dorth	Rodenbach	Flora Bridges	P1111770	372-Ft.Wayne	I		<Pending>		
R5001-00000023	Zelma	Waymond	Zelma Waymon	P1086873	59-Columbus	II/C	14233782	Invoiced	7/27/98	7/27/98
R5001-00000028	Vikas	Bhutada	Vikas Bhutada	P1111350	374-Southfield	I-SP	11779777	Active	7/24/98	

FIG. 4

PRIOR ART

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FOOT 0999260

Working Rentals										Print Grid
<input type="radio"/> Reso Number <input type="radio"/> Bill To		<input type="radio"/> First Name <input checked="" type="radio"/> Last Name	<input type="radio"/> Date Out <input type="radio"/> Contract Status	<input type="radio"/> Contract Number <input type="radio"/> Office Number	Renter's Last Name: <input type="text"/>					
Reso Number	First Name	Last Name	Bill To	Claim Number	Office	Type	Contract	Status	Date Out	
R5001-00000002	Kevin	O'Neil	Deonna Maiden	P1088352	23-Dayton	I	14169432	Active	7/23/98	
R5001-00000028	Vikas	Bhutada	Vikas Bhutada	P1111350	374-Southfield	I-SP	11779777	Active	7/24/98	
R5001-00000078	Susan	Rohrs-Poling	Mike O'Rourke	P1087848	74-Holland	C	13884197	Active	7/8/98	
R5001-00000107	David & Connie	Cobb	Mary Frances Shephard	P1088243	384-Grand Rapids	I	11818460	<Terminated>	7/27/98	

FIG.5

PRIOR ART

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Incoming Messages
[Print Grid](#)

☐ Reso Number  
☐ Bill To

☐ First Name  
☒ Last Name

☐ Date Out  
☐ Date In

☐ Contract Number  
☐ Contract Status

☐ Claim Number  
☐ Office Number

☐ Renter's Last Name:

Reso Number	First Name	Last Name	Bill To	Claim Number	Office	Type	Contract	Status	Date Out	Date In	Req Days
R5001-00000051	Bernice	Harris	Shenequa Dawson	P111382	374-Southfield	I	1179579	Invoiced	07/14/98	8/5/98	7
R5001-00000052	Anita & Michael	Barratt	Ray Haman	P0187278	374-Southfield	I	1778764	Active	7/7/98		3
R5001-00000053	Valdez	Rayford	Ray Haman	P1059733	374-Southfield	T	11783654	Active	06/30/98		10
R5001-00000056	Heather	Hardin	Nancy Spencer	P1058354	375-Warren 2	I	11791605	Invoiced	5/29/98	8/1/98	1

This rental needs to be extended 7 days for the following reason: Per Gordan, car is still being worked on, check back 8/4.

42- ACKNOWLEDGE

44- PRINT RESO MESSAGES

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**FIG. 6**  
PRIOR ART

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Closed Rentals										Print Grid
<div>28</div> <div> <input type="radio"/> Reso Number   <input type="radio"/> First Name   <input type="radio"/> Date Out   <input type="radio"/> Contract Number   <input type="radio"/> Claim Number  <input type="radio"/> Bill To   <input checked="" type="radio"/> Last Name   <input type="radio"/> Date In   <input type="radio"/> Contract Status   <input type="radio"/> Office Number </div> <div> Renter's Last Name: <input type="text"/> </div>										
Reso Number	First Name	Last Name	Bill To	Claim Number	Office	Type	Contract	Status	Date Out	Date In
R5001-00000001	James	Morris	Nancy Spencer	P1088381	380-Flint	I	11896987	Invoiced	7/22/98	8/4/98
R5001-00000023	Zelma	Waymond	Zelma Waymond	P1086873	59-Columbus II	C	14233782	Invoiced	7/27/98	7/27/98
R5001-00000039	Douglas	Ballantyne	Karen Nelson	46-359490	13 Columbus	C	13940537	Invoiced	7/14/98	7/29/98
R5001-00000060	Maria	Madellin	Shenequa Dawson	P1087534	376-Taylor	I	11845604	Invoiced	7/13/98	7/29/98
										REPRINT INVOICE

FIG. 7  
PRIOR ART

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Available Reports

Billed Rentals - CTD

Billed Rentals - Detail - CTD

Pending Reservations - CTD

Working Contracts - CTD

Select Sort, Range & Time Frame

☒ Rental Provider

☐ Select by Office

☐ Select by Adjuster

Rental Provider

Time Period

☐ Today

☐ Selected

☒ This Month

☐ This Year

10/01/2000 to 10/20/2000

Report Type

☒ Detail

☐ Summary

Companies

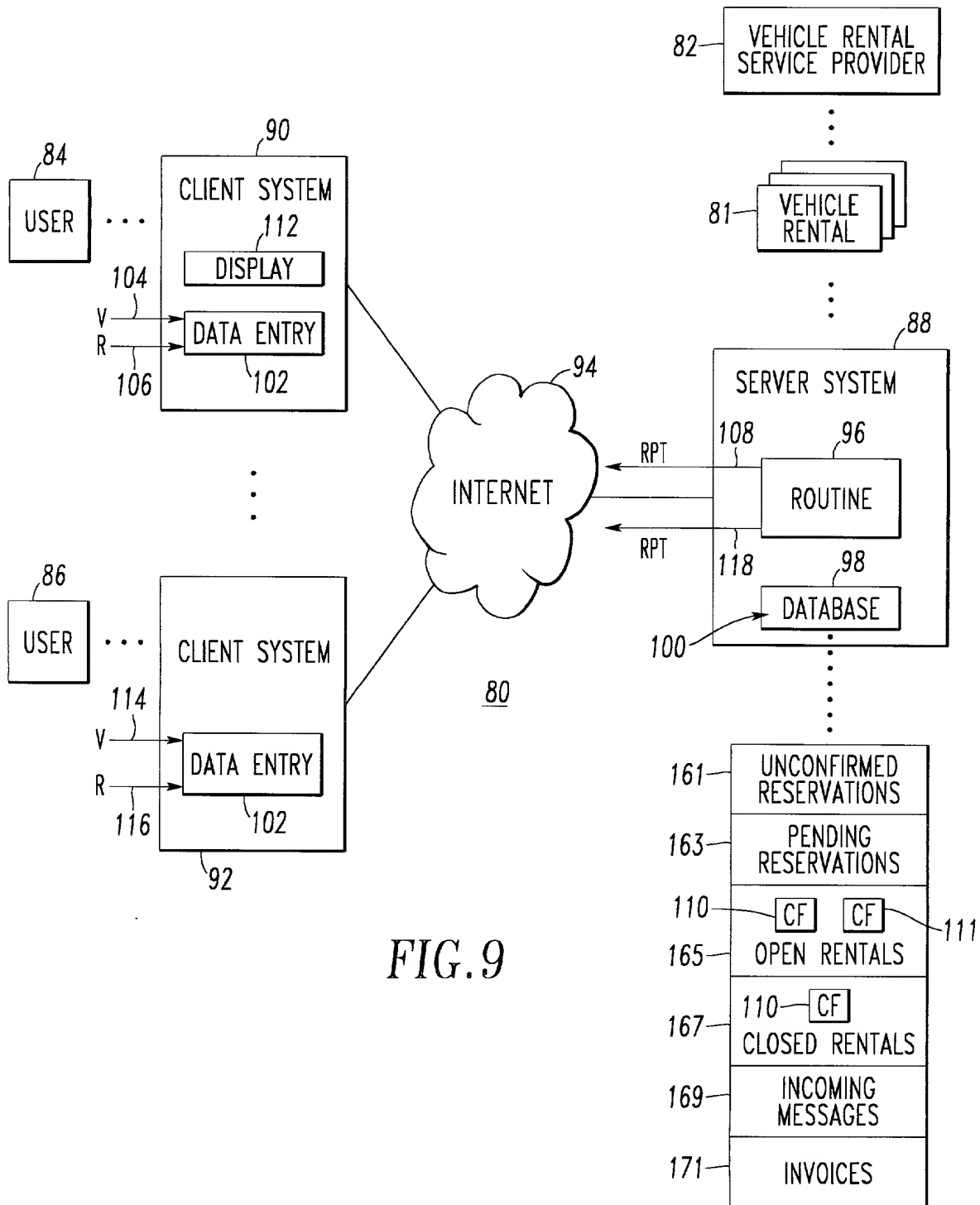
Number of Copies 1

Print

Exit

FIG. 8  
PRIOR ART

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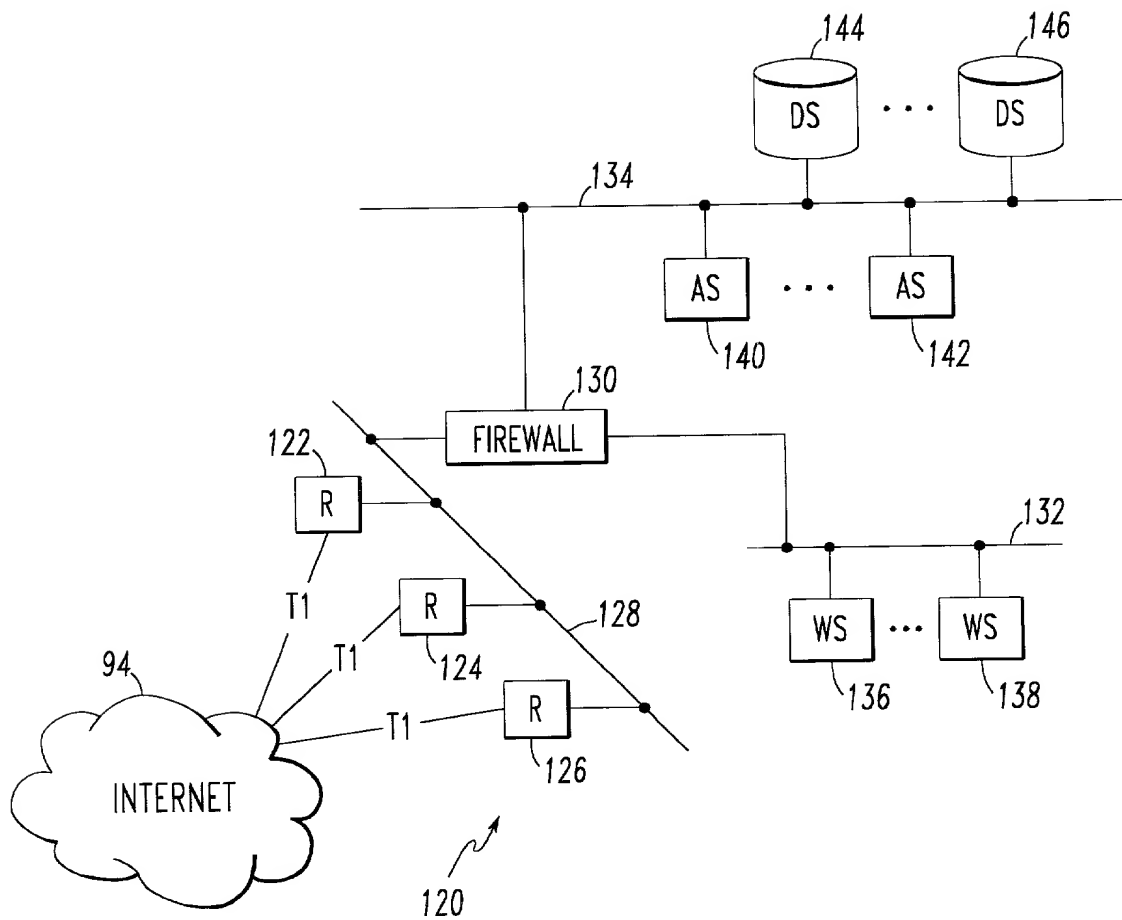
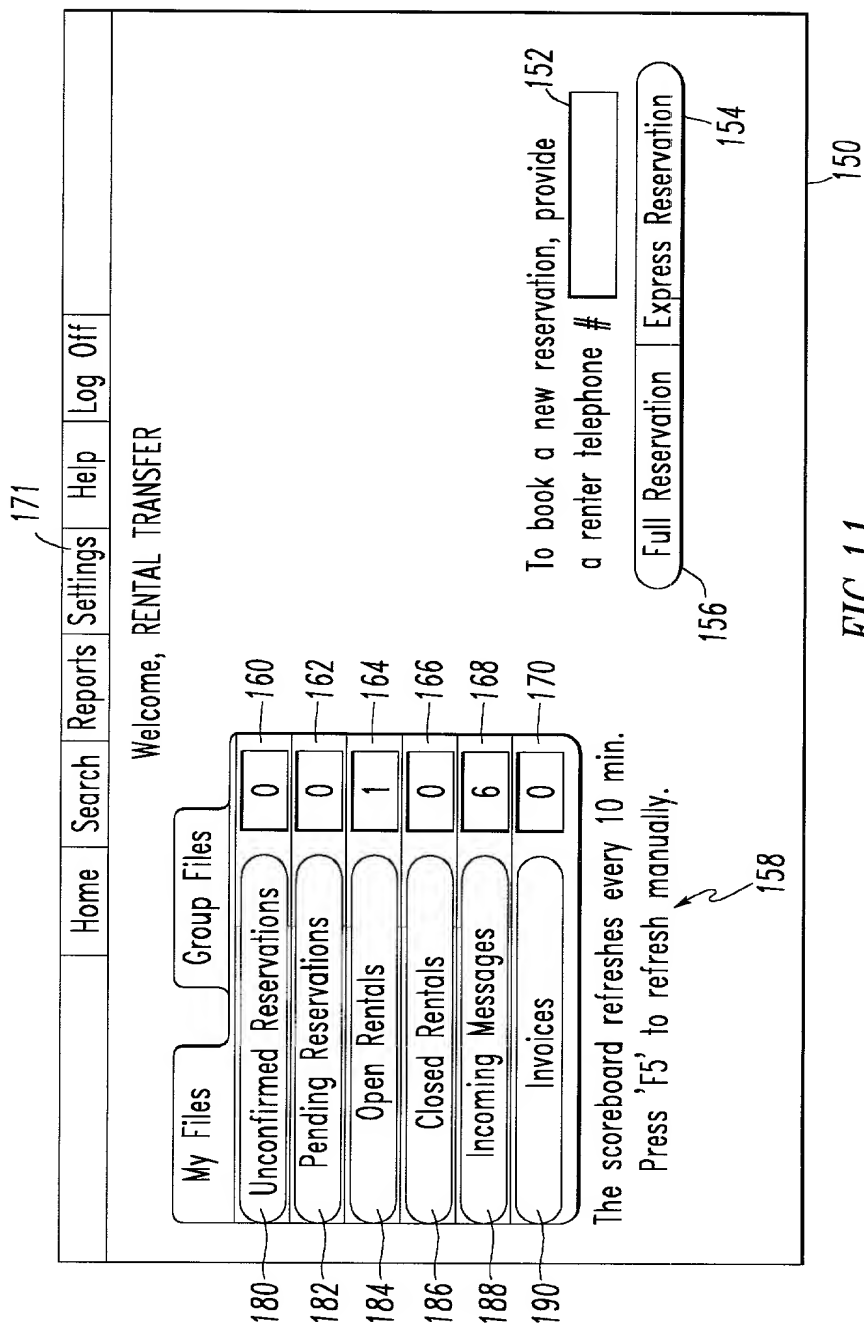


FIG. 10

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FIG. 12

Express Reservation		Renter Information	
Renter Contract #	440-715-3574 *	Rental Reason	Accident ▼
Service Office	Bedford Heights *	Renter Type	<input type="radio"/> Claimant <input type="radio"/> Insured *
Service Office Phone #	216-765-1120 *	Required Immediately ?	<input type="radio"/> No <input type="radio"/> Yes *
Renter First Name		Delivery Date	(MM/DD/YYYY)
Renter Last Name		(Rental branch will contact renter to arrange delivery time)	
Billing Information			
Renter Self Pay	<input checked="" type="radio"/> No <input type="radio"/> Yes	Date of Loss	(MM/DD/YYYY)
Bill to Name		Daily Maximum	*
Bill to Company		Policy Maximum	*
Claim Number		Authorized Days	*
Ins. Co. Reference #		Percent Authorized	100.0 *
Insured Name		Pay for PWD	<input checked="" type="radio"/> No <input type="radio"/> Yes
Repair Facility			
Repair Facility		Location	
Vehicle Class		Notes	
Vehicle Class	Choose...(Insured)(Claimant) Rate ▼		
Authorized Rate	*		
Driveable Status	Choose from List ▼		
<input type="button" value="Cancel"/> <input type="button" value="Next"/>		* Indicates a Required Field	

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Renter Info	Billing Info	Agent Info
<b>Renter Information</b>		
Renter Contract #	<input type="text" value="440-715-3574"/> *	<input type="text" value=""/> *
Same as Home <input type="checkbox"/>	Same as Local Stay <input type="checkbox"/>	<input type="text" value=""/> *
Same as Work <input type="checkbox"/>		<input type="text" value=""/>
Service Office	<input type="text" value="Bedford Heights"/>	<input type="text" value=""/>
Service Office Phone #	<input type="text" value="216-765-1120"/>	<input type="text" value=""/>
First Name	<input type="text" value=""/> *	<input type="text" value=""/> <input type="checkbox"/> Yes
Last Name	<input type="text" value=""/> *	<input type="text" value=""/>
Address	<input type="text" value=""/>	<input type="text" value=""/> <input type="checkbox"/> Claimant <input type="checkbox"/> Insured *
City	<input type="text" value=""/>	<input type="text" value=""/> (MM/DD/YYYY)
State	<input type="text" value=""/>	<input type="text" value=""/>
Zip Code	<input type="text" value=""/>	<input type="text" value=""/> (MM/DD/YYYY)
		<input type="text" value=""/> <input type="checkbox"/> No <input type="checkbox"/> Yes *
		<input type="text" value=""/> (MM/DD/YYYY)
<input type="button" value="Cancel"/> <input type="button" value="Next"/>		* Indicates a Required Field

FIG. 13A

FIG. 13B

Renter Info	Billing Info	Agent Info
Billing Information		
Renter Self Pay	<input type="radio"/> No <input type="radio"/> Yes	Ins. Co. Reference # <input type="text"/>
Bill to Name	<input type="text"/> *	Insured Name John Zernick
Bill to Company	<input type="text"/> *	Date of Loss <input type="text"/> (MM/DD/YYYY) *
Bill to Address	<input type="text"/>	Daily Maximum <input type="text"/> *
Bill to Phone	<input type="text"/>	Policy Maximum <input type="text"/> *
Claim Number	<input type="text"/> *	Authorized Days <input type="text"/> *
		Percent Authorized 100.0 *
		Pay for PWD <input type="radio"/> No <input type="radio"/> Yes
		Pays Fuel <input type="radio"/> No <input type="radio"/> Yes
		Pay Tax <input type="radio"/> No <input type="radio"/> Yes
Customer Vehicle Information		
Vehicle Class	Choose...(Insured)(Claimant) Rate ▼	Vehicle Year <input type="text"/>
Authorized Rate	<input type="text"/> *	Vehicle Make <input type="text"/>
Derivable Status	Choose from List ▼	Vehicle Model <input type="text"/>
Notes		
Repair Facility Information	<div> <div>178B</div> <div>178A</div> <div>178</div> </div>	
Repair Facility	<input type="text"/>	
Repair Facility Location	<input type="text"/>	
Repair Facility Phone	<input type="text"/>	
<div> <div>Back</div> <div>Cancel</div> <div>Finish</div> <div>Next</div> </div>		
* Indicates a Required Field		

FIG. 13C

Renter Info

Agent Name

Agent Location

Agent Company

Agent Phone

Billing Info

Policy Number

Expiration Date

Liability ☐

Collision Ins. ☐

Comp. Ins ☐

Deductible 0.0

Deductible 0.0

Agent Info

Back

Cancel

Finish

Agent & Policy Information

\* Indicates a Required Field

Open Rentals																
Insurance Claim#	Adjuster's Last, First Name	Renter's Last, First Name		C/I	Body Shop	Yr/Model	Repair Veh	Car Out		Days Out	# of Exts to Date		218 Total Charges	220 Extend Rental	232 Change Rate	222 Messages
		Name	Name					Car Out	Days Out		Days	Exts				
192	1212122	Doe, John	Lynch Jennifer	I	NA	NA	NA	11/01/2000	3	1	8		\$69.00	Extend	Rate	Message
194	1231231234	Doe, John	Park Andrew	I	NA	NA	NA	09/13/2000	52	7	-2		\$468.00	Extend	Rate	Message
196	NA	Doe, John	Kim Jennifer	I	Atlas Transmission	Toyota Camry		10/24/2000	11	0	-1		\$165.00	Extend	Rate	Message
198	NA	Doe, John	Zernick John	I	Atlas Transmission	NA		11/02/2000	2	1	5		\$59.98	Extend	Rate	Message
This list refreshes automatically every 10 minutes. Press 'F5' to refresh manually.																

This list refreshes automatically every 10 minutes. Press 'F5' to refresh manually.

FIG. 14A

FIG. 14C

Change Authorized Rate		224
Andrew Park		
Current Authorized Rate : 9.0		
Vehicle Class : Full Size		
Date (MM/DD/YYYY) :		
New Rate : 228		
Approved By : Jane Doe		
Vehicle Class: 231		
<input checked="" type="radio"/> Choose... (Insured) (Claimant) Rate <input type="radio"/> EC NA NA Economy <input type="radio"/> CC 19.99 19.99 Compact <input type="radio"/> IC 21.99 21.99 Midsize <input type="radio"/> SC 23.99 23.99 Standard <input type="radio"/> FC 25.99 25.99 Full Size <input type="radio"/> PC 29.99 29.99 Premium <input type="radio"/> XV 31.99 31.99 Minivans <input type="radio"/> MV NA NA Full Size Vans <input type="radio"/> XP 32.99 32.99 Pick-ups <input type="radio"/> PT NA NA Full Size Trucks <input type="radio"/> LC NA NA Luxury <input type="radio"/> SU 33.99 33.99 Sport Utility <input type="radio"/> XX NA NA Exotic <input type="radio"/> TU NA NA Tow Units		
Rate		232

FIG. 14B

Extend Rental		236
Andrew Park		
Extension Days : 238		
Approved By : Jane Doe		
Extend Rental		240
234		
Max Rental		242
Andrew Park		
Max Date (MM/DD/YYYY) : 244		
Approved By : Jane Doe		
Max Rental		246

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Pending Reservations			272	274	276	278	280	282	284	250
Insurance Claim #	Adjuster's Last, First Name	Renter's Last, First Name	Insurance Reference #	Rental Provider's Rental #	Date Entered in System	Number of Days in System	Anticipated Delivery Date	258 Messages	Cancel	
12345	Doe, Jane	Mills, Stephanie	NA	1350586	11/17/2000	20	11/17/2000	Message	X	
123489	Doe, Jane	Mills, Stephanie	NA	1350606	11/29/2000	8	11/29/2000	Message	X	
12345678	Doe, Jane	Hubbard, Don	NA	1350610	11/29/2000	8	11/29/2000	Message	X	

FIG. 15A

**FIG. 15B**

**Reso#:** 1350587 **Renter:** Jennifer Barber **Office:** 11-Bedford Heights Company: American Family

12/06/2000 19:30:04 **Office:** Corporate RCC **User:** DEMO

Customer needs car by 10 am. Please call.

**Approved By:** Days: **Authorized Rate:** **Daily Max:** **Policy Max:**

**Send Message** **Close**



FIG. 15C

Cancel Reservation	296
1350606, Stephanie Mills	
Cancellation Reason :	
298	Don't Cancel Res.

300

FIG. 15D

Cancel Reservation	302
1350606, Stephanie Mills	
Cancellation Reason :	
303	Customer does not need the car.
304 Finish	

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FIG. 16

Search		306	
Search Term	308	Choose an option...	324
310	Rental Provider's Reso Number	326	Choose an adjuster...
312	Renter's First Name		Choose an adjuster...
314	Renter's Last Name		Choose an adjuster...
316	Bill To (Adjuster's Name)		Choose an adjuster...
318	Claim Number		Choose an adjuster...
320	Renter Type (C or I)		Choose an adjuster...
322	Insured Name		Choose an adjuster...
328 Rental Status		330	
332	ALL	332	Unconfirmed
334	Pending	334	Open
336	Billed	336	Billed
For Open and Closed Rentals:		340	
Start Date (MM/DD/YYYY)	340	End Date (MM/DD/YYYY)	342
Search		344	
Reset		346	

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Home Search Reports Settings Help Log Off

Rental Status And Search Term

Rental Status

Search Term

Rental Criteria

FIG.17A

Rental Status ☐ Unconfirmed ☐ Pending ☒ Open ☐ Billed

Search Term ☐ ALL ☐ Claim Center ☒ Adjuster ☐ Repair Shop ☐ Insurance Co.

FIG.17B

Search Term Detail

☒ All ☐ Doe, Jane ☐ Emo, D

FIG.17C

382

Rental Criteria

384

386

over

—

dollars per day authorized rate

388

over

—

number of authorized days

390

over

—

number of extensions

392

over

—

value of total bill

394

more

—

than

—

days behind on extensions

395

Criteria Value 0

396

Generate Report

FIG.17D

400

Rental Status And Search Term

358

Open

▼

366

Search Term

Adjuster

▼

400

Search Term Detail

378

Doe, Jane

▼

400

Rental Criteria

386

over

—

number of authorized days

▼

395

Criteria Value

5

396

Generate Report

FIG.17E

FIG. 17D-0599260

Open Rentals With Authorized Days Over 5 Days For Adjuster : Doe, Jane									
406	408	410	412	414	416	418	420	422	
Last, First Name	C/I	Office No.	Body Shop	Repair Veh Yr/Model	Car Out	Days Out	Days Left	# of ext. to date	
Adjuster: Jane Doe									
404		11	Atlas Transmission	Toyota, Camry	10/24/2000	26	-1	2	
		623	Atlas Transmission	NA	11/02/2000	17	-10	1	
		11	NA	NA	11/08/2000	11	-6	0	
		11	NA	NA	11/08/2000	11	-6	0	
		11	NA	NA	11/08/2000	11	-3	1	
		11	NA	NA	11/08/2000	11	-6	1	

FIG. 17F

Management Reports

Report Type

☒ Summary (includes only average amounts for all rentals)
 ☐ Detail (includes all rentals)

Renter Type

☒ All
 ☐ Insured
 ☐ Claimant

Date Range From: \* To \*

438

440

396

Generate Report

FIG. 17G

FIG. 17H

Management Reports - Detail For Adjuster : EMO, D Where Billing Occured Between 06/30/2000 and 12/31/2000												
462	464	466	468	442	470	472	474	476	478	480	482	11/18/2000
Renter's Name	C/I	Claim Number	Date Out	Date In	Rental Length	Billed Date	Auth Days	Auth Rate	# Times of Extended	Vehicle Class	Rental Rate	Total Bill
484												
Adjuster: D EMO												
Couch, Tim	C	99999	10/16/2000	11/01/2000	17	11/01/2000	6	\$29.99	0	PC	NA	\$454.75
Rhett, Eric	I	665565965	10/24/2000	11/01/2000	9	11/01/2000	6	\$32.99	0	XV	NA	\$192.60
Adjuster Averages:			Rental Count: 2		13.0		6.0	\$31.490002	0.0		NA	\$323.67

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FIG. 18A

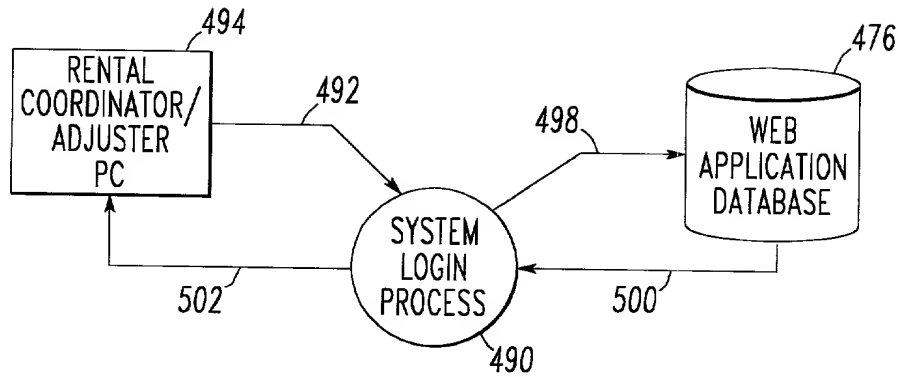


FIG. 18B

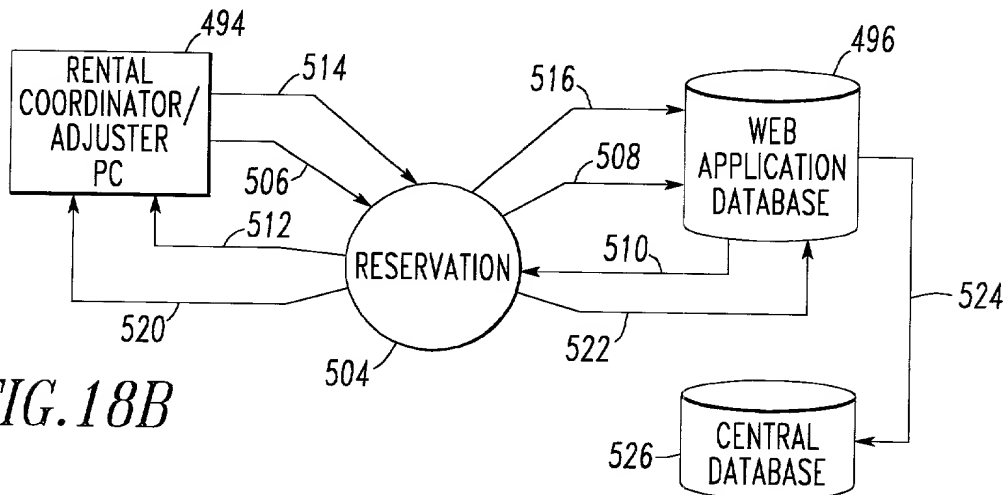
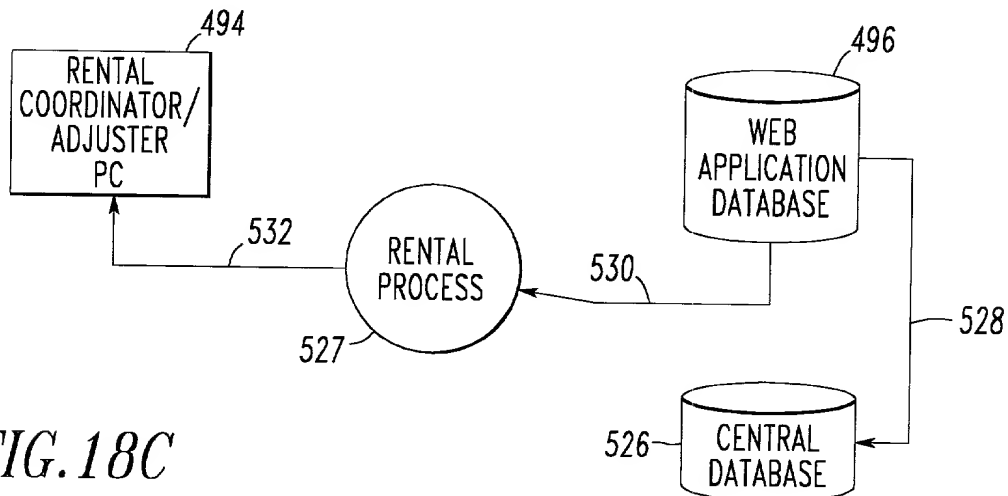
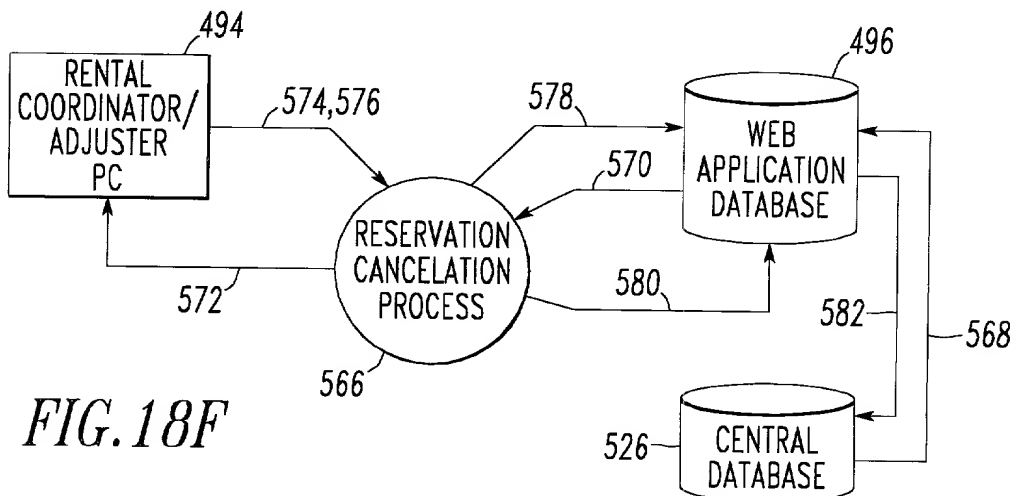
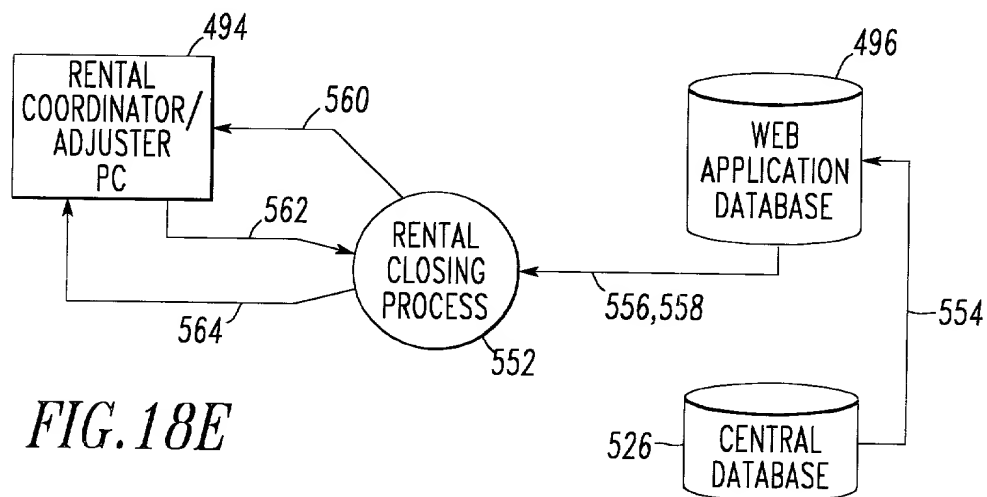
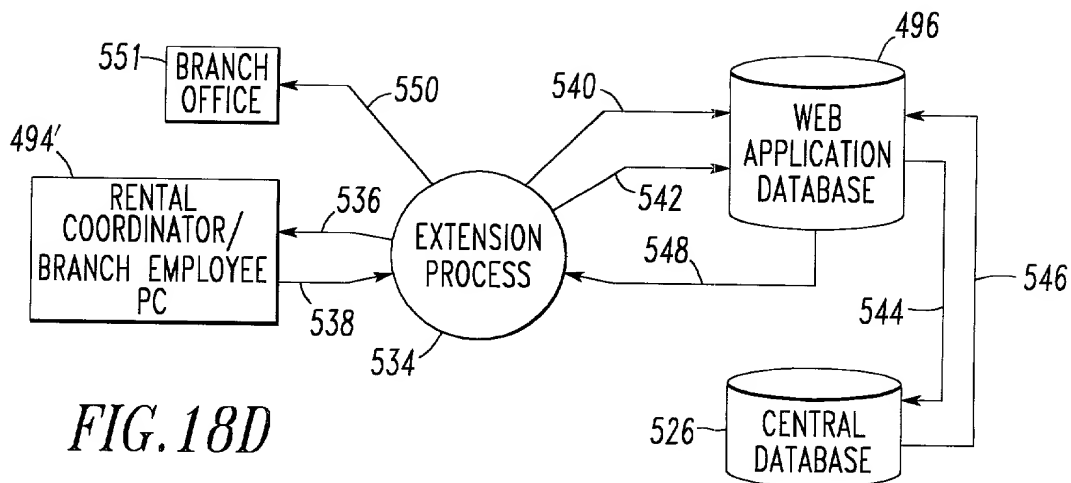


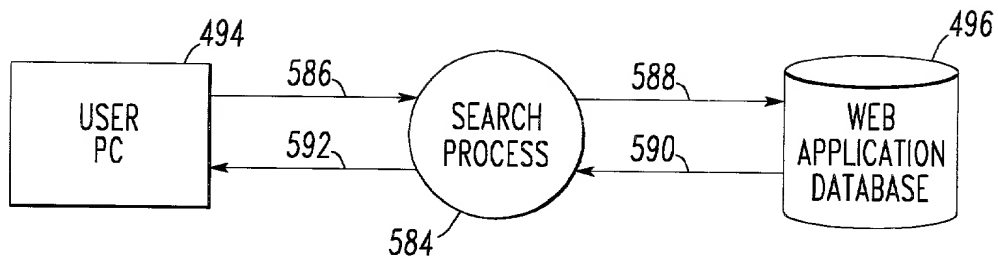
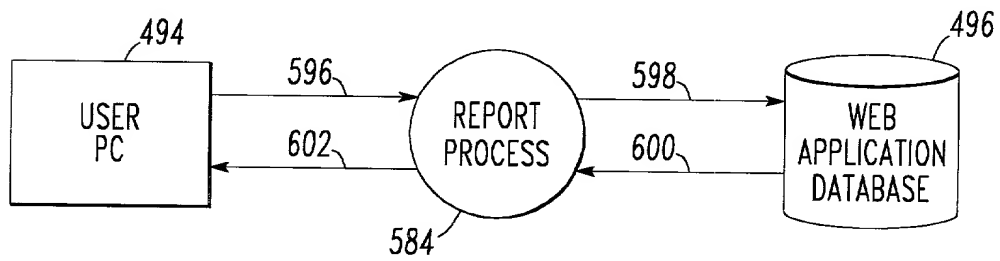
FIG. 18C



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*FIG. 18G**FIG. 18H*